



BENEFITS IMPLEMENTATION SPECIALIST

ePay Business Solutions is a rapidly growing payroll and human resources services company centrally located in Auburn, Massachusetts. We take pride in learning our clients' specific needs and implementing the appropriate solution for each company.

Every day, we live our core values: strive for excellence, deliver a great experience and win as a team. By doing so, we will succeed together. We are currently searching for a Benefits Implementation Specialist.

Position Summary

We are seeking a reliable **Benefits Implementation Specialist** for clients on our **iSolved HCM** platform. We're looking for an experienced professional who understands the unique factors involved in implementing HCM systems for multiple clients.

The Benefits Implementation Specialist assists external clients in the implementation of technical systems, software, hardware or solutions via iSolved, and evaluates client needs, develops configurations that support business processes. An Implementation Specialist defines and executes on delivery and implementation plans and tests and troubleshoots final system setups. Additionally, Implementation Specialist provides training and end-user support during and after the implementation process. May be involved in pre-sales product demonstrations or aiding in scoping projects or developing proposals.

The Benefits Implementation Specialist is responsible and accountable for training and managing clients throughout the implementation process of converting to our HCM.

What You'll Be Doing

The essential functions of a Benefits Implementation Specialist include, but are not limited to the following:

- Serve as a liaison and provide ongoing support for our clients and the implementation team for benefit setup related matters throughout the implementation process.
 - Coordinate all carrier connection file feed implementations and facilitate questions/resolutions through the testing phases.
 - Provide exceptional customer service to our clients and third-party vendors.
 - Process a variety of benefit plan information (COBRA, Retirement Plans, Flexible Spending Accounts, Medical, Dental, Vision and Disability Insurance, etc.) to ensure that the plans are established in our system in accordance with the client's summary plan descriptions, eligibility and termination rules.
 - Gather, analyze, and troubleshoot census data to ensure proper benefit coverage information is captured.
 - Audit Carrier invoice data to iSolved Reports for accuracy.
 - Coordinate with third-party providers to ensure system requirements are met and integration of all system feeds are working efficiently.
 - Assist clients and the implementation team with Open Enrollment setup and employee self-service implementation.
 - Train and support clients on all benefits processes.
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- Assist clients to best configure the software to meet their business needs in the areas of employee self-service, onboarding, payroll, maintenance and custom reports.
- Ensure that clients are trained on the HCM product and provide revised user guides for clients.
- Create and maintain online project-tracking system and create and revise internal process documentation.
- Respond to emails and phone calls from clients; resolve issues and test for solutions.

Position Qualifications

- Bachelor's degree in Business or related field.
- Equivalent combination of experience in similar role and education may be considered as a substitute.
- **3 to 5 years' experience in a benefits role. Experience working on an HCM or Benefits platform required.**
- Analytical thinker with excellent problem solving, written and verbal communication skills.
- Possess exceptional organization skills, be detail-oriented and be able to work independently and manage time to meet deadlines for multiple projects at once.
- Be able to deal with sensitive information and recognize the need for confidentiality.
- Ability to manipulate data within Excel including V look-ups and pivot tables.
- Understand HIPAA rules and regulations, as well as Client's privacy rights.
- Exposure to ACA year-end filings.
- Possess outstanding interpersonal and presentation skills and be able to work effectively as a member of a team.
- Possess advanced skills using the Microsoft Office Suite and iSolved platform.
- Support the goals of the company by embracing its **core values**: *strive for excellence, deliver a great experience and win as a team.*

This is a great opportunity to work for an inclusive, dynamic company that focuses on teamwork and excellence!

If this role seems like a great fit, please send your resume to HR@epaybiz.com
